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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 10/005,636 Confirmation No. 8244
Applicant(s) : BENJAMIN P. DAVENPORT et al.
Filed : 12/03/2001
Title : Service Quality Monitoring System and Method
Group Art Unit : 2153
Examiner : Lim, Krisna
Docket No. : MFCP.89120
Customer No. : 45809

CERTIFICATE OF MAILING
37 C.F.R. 1.8

I hereby certify that this correspondence is being deposited with the U.S. Postal Service, postage prepaid, as First Class Mail in an envelope addressed to: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22312-1450, on:

7-21-05 *Sandra Sutton*
Date Signature

REQUEST FOR CERTIFICATE OF CORRECTION

Attention Certificate of Corrections Branch
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Certificate
JUL 28 2005
of Correction

Dear Sir:

It is respectfully requested that a Certificate of Correction be issued in connection with the above-identified patent to correct the following error(s):

There were three inventors on this application/patent, as evidenced by the Declaration of Inventors, but only one inventor was listed on the face of the patent. An error occurred on the Filing Receipt which was not caught or corrected. Please correct the patent and add the following inventors to the face of the patent:

BENJAMIN P. DAVENPORT, Seattle, WA
SHAWN M. MURPHY, Redmond, WA
WALTER R. SMITH, Seattle, WA

A completed Form PTO-1050 is enclosed.

☒ Enclosed is the required fee of \$ 100.

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JUL 28 2005

☒ In view of the foregoing, it is apparent that the error(s) occurred on the part of the Office and issuance of a Certificate of Correction to correct the error(s) is respectfully requested.

Respectfully submitted,



SCOTT B. STROHM
Reg. No. 42172

SBS/sls
Enclosure

SHOOK, HARDY & BACON L.L.P.
2555 Grand Blvd.
Kansas City, Missouri 64108-2613
816/474-6550

JUL 28 2005

**UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION**Page 1 of 1PATENT NO. : 6,901,536 *B2*

APPLICATION NO.: 10/005,636

ISSUE DATE : May 31, 2005

INVENTOR(S) : BENJAMIN P. DAVENPORT et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

There are three inventors on this patent. Only one, BENJAMIN P. DAVENPORT, was listed on the Filing Receipt. The error on the Filing Receipt was not caught or corrected. Please correct this patent to show the following three inventors:

BENJAMIN P. DAVENPORT, Seattle, WA
SHAWN M. MURPHY, Redmond, WA
WALTER R. SMITH, Seattle, WA

MAILING ADDRESS OF SENDER (Please do not use customer number below):

SCOTT B. STROHM
SHOOK HARDY & BACON
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KANSAS CITY MO 64108-2613

This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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